

## AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph on page 3, lines 3-8 with the following paragraph:

The present invention relates to ~~techniques~~ a methodology that may be embodied in engagement templates for assessing delivery of information technology (IT) services to customers. More particularly, the present invention includes an improved system and method for evaluating the maturity of the IT service delivery system and for identifying factors which cause or contribute to a customer's perception of poor service. ~~The present invention includes a IT service matrix which matrix~~ One embodiment of an engagement template includes an IT service matrix which rates the service in several key attributes according to a level of maturity and increasing customer satisfaction.

Please replace the **Summary of the Invention** on page 4, line 16 through page 7, line 5 with the following pages:

~~The present invention~~ An embodiment described herein overcomes the disadvantages and limitations of the prior art systems by providing a simple, yet effective, ~~way of assessing engagement model to assess~~ the effectiveness of an information technology organization and for making suggestions ~~for changes~~ to improve the effectiveness of the IT services in the future.

~~The present invention~~ An embodiment of an engagement template of the engagement model uses a matrix of key factors and levels of satisfaction to determine where the current information technology organization is and where the customers would like it to be in the future. This matrix may be in the form of a generic matrix for all service assessments and allow for a quick and relatively simple assessment of the IT service.

~~The present invention also includes~~ The engagement model may also have another engagement template comprising ~~the option of~~ a detailed set of questions to enable a detailed analysis of each of several service characteristics and attributes, allowing for a more in depth assessment of the IT service.

~~The present invention also includes~~ Yet another embodiment of an engagement template may include detailed service assessment matrices including one for each service characteristic, with a row for each service ~~attributes~~ attribute. These detailed assessment matrices allow for an even more detailed analysis of the IT service and providing of the most detailed and intensive analysis.

~~Since the tools of the present invention~~ Different embodiment of engagement templates are not mutually exclusive, they allow for the mixing and matching. Under some circumstances, some of the ~~tools~~ templates may be used for parts of the analysis (for example, detailed matrices) for intensive analysis coupled with a set of questions for an analysis of other factors which is less intense.

~~The present invention has~~ engagement templates described herein also have the advantage that ~~it focuses~~ they focus on the perception of the customers in evaluating the effectiveness of the IT delivery system and ~~is~~ are therefore sometimes characterized as an evaluation of the delivery or outward manifestation of the IT system rather than an inward evaluation of the production system.

~~The present invention has the advantage that it allows~~ The engagement templates described herein also allow for recommendations to be made for improving the perceived effectiveness of an IT system. That is, based on the users' perceptions of the IT service, recommendations can be proposed for improving the service and increasing the perceived effectiveness of the IT delivery system.

~~The present invention has the advantage that, once~~ Once the level of maturity has been identified for various service attributes using one or more of the engagement templates described herein, improvements to the service regarding one or more attributes can be proposed. A further advantage of the ~~present invention is that it allows~~ engagement templates as embodied herein is that they allow a clear understanding and communication of who the customers are and ~~how effectively the effective~~ value (as perceived by the customers) of the IT service is being delivered to them.

~~The present invention also has the advantage that~~ engagement templates and the analyses provided by them promote alignment of the IT services with the business. ~~It provides an~~ They provide insight in to the "why" of activities and ~~provides for~~ a base of agreement between the IT service supplier and the recipient of IT services, also referred to as the customer.

~~The present invention avoids~~ Embodiments of the engagement templates as described herein avoid the use of an inward or production focus, ~~where~~ in which the activities of the IT service provider are the chief focus of the analysis.

~~The present invention is a system and method for~~ engagement templates have at least three related ~~approaches to~~ embodiments for assessing the delivery of the IT services provided to a customer — (1) a generic assessment matrix which can be used to perform a quick and relatively simple analysis of the IT service; (2) detailed questions and directions for each service characteristic and attribute treated in this technique; and (3) detailed assessment matrices including a matrix for each of the service characteristics. The detailed questions of (2) provide a system which contains questions containing guidance and background for the context of the assessment matrices to assist in explaining the context and target of the various assessment attributes. The questions can be used in interviews and result in a slide show used during customer workshops to perform a medium depth assessment of the IT service delivery. The detailed assessment matrices outline different levels of implementation of each of the service attributes (five levels in the representative example) and the matrices can be used during interviews or workshops or even as a general education on IT services.

Other objects and advantages of the present invention will be apparent to those skilled in the relevant art in view of the following description of the preferred embodiment taken together with the accompanying drawings and the appended claims.

Please insert the following paragraphs on page 9 after the paragraph ending on line 7.

The various embodiments described herein can be considered as embodiments of engagement templates of an engagement model as set forth in U.S. Patent 6950802 B1 entitled SYSTEM AND METHOD FOR SYSTEMS INTEGRATION to Barnes et al., incorporated by reference. The specific methodological component such as the engagement model and the engagement templates described herein may be implemented as a database, such as a relational or hierarchical database, or as a knowledge-based system, or the like, which may be accessed and manipulated by way of a browser or some other user terminal application via the Internet, intranet or some other network. Access to various elements, including databases, records, pages, documents, fields, and so forth and parts thereof may be controlled by way of access control lists (ACLs), such as is implemented in LOTUS NOTES™ and DOMINO™, or the like. Also, these database elements may be distributed as database instances among several sites in support of distributed development and market engagement teams, and synchronized using, for example, LOTUS NOTES™ replication techniques to maintain consistency among the various instances.

An engagement model acts as a template for a particular type of project and is a pre customized method to support a specific service offering or a specific type of engagement. An engagement model can have one or more engagement templates, i.e., an engagement template is a specific instance of an engagement model which means that it is the result of tailoring an engagement model for use.

An important phase of systems integration monitors and manages specific client or customer engagements and involve applying measurements and metrics for such parameters as customer satisfaction. The metrics and measurements may be collected across actual engagements utilizing engagement templates as described herein. Engagement templates may be embodied as the various relationship matrices as further described herein. The relationship matrices may depict the relationships between the customer and various deployment units, such as data deployment units and execution deployment units, of the information technology service provider.